



Serco: Driving HR processes online and improving the employee experience with Varo*

Serco is one of the world's leading service companies. Since it was founded more than 50 years ago, it has delivered a broad range of services through its people, supported by effective processes, technology and skilled management.

Serco implemented Varo in 2012 as part of a wider implementation of SAP HCM. Seamlessly integrated with SAP, PDF e-forms were used to manage a variety of end-to-end HR processes. Serco continued to extend their use of e-forms globally until 2015, when a wider initiative to drive even more processes online was sponsored by the board.

Building on the successful foundations of the original solution, a new suite of e-forms was launched for Serco UK. Existing business processes were refreshed and new, complex event-driven processes were added to the portfolio. This initiative also provided an opportunity to give users the experience they expect in a leading edge interface. This meant a variety of improvements, including a move away from a PDF to an HTML user interface.

*Formerly Arch FLM

Process Automation & UX Simplification

Objectives

- Ensure all HR form processes are available online
- Improve user experience and performance

The Solution

Varo provides a core platform that meets all of Serco's SAP e-forms needs. Intelligent workflow, dynamic user views and automated SAP updates simplify the user interaction with complex business processes.

But this solution isn't just for today. The e-forms can be easily transformed into Fiori Apps in the future. Features such as data pre-population, workflow and SAP updates will simply just work, so development efforts can be focused entirely on the user experience.

Results

- All target e-form processes now available online
- New user-centric HTML template adopted
- Step improvement in performance

An entire suite of HTML e-forms is now available to staff. Pay and hours changes, secondments and return from maternity leave are just some of the end-to-end processes managed entirely online.

Costs have been driven down in a variety of ways, everything from users being able to submit data more quickly, to reduced manual interaction with HR Shared Services, with forms now updating SAP automatically wherever possible.

"The launch of new e-forms on our manager portal was a major step forward for the company in driving self-service and delivering the benefits outlined within our business case." said David Fox, HR Director. "We have had great feedback from the business and excellent take-up of people using the new solution."



Company

Serco Group Plc

Headquarters

Hook, UK

Industry

Public and private sector outsourced services

Products & Services

Services focused on five key sectors: defence; justice & immigration; transport; health; citizen services

Employees

100,000+

Revenue

£3,914 million

Web Site

www.serco.com

"Technology and processes are core to our ethos around delivering quality services. With Varo we can be confident that our employee and manager self-service processes are absolutely streamlined and that we've kept pace with the latest that technology has to offer.

Gerald West, Value Realisation Manager, Serco